

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. I'm signing the petition because I don't know any one who hasn't been getting increasingly frustrated with the phone bill GAME! No matter how many times I try to call and streamline my bill I always end up w/ the same huge bill. They tell you what will be a monthly amount but when you get it- its always more, and then they play dumb and say they don't have any way of estimating certain charges on your bill. This is even after asking specifically if the amount their quoting me is inclusive of all those little extras and taxes etc! If the phone Co's wonder why so many of us are considering dropping the land line and just going w/ the cell phones this would be why. NOT to say that the wireless Co's are being all fair and honest either. AT&T seems to have adopted this new thing of not providing you with a written copy of your contract w/ them. I know of several people who could not do anything about AT&T 'over billing' their accounts and charging extra for things that were supposed to be covered w/in their contracts. When they were asked about it they simply say there was no such contract or even in one case I know of they said NO such contract/deal existed w/ them so it just wasn't even possible. NOW I know that was a blatant lie, since I personally have that particular deal w/ AT&T, luckily I've had minimal trouble w/ it. I asked an AT&T rep. about this happening to my friend I was told "it was very surprising to hear that I even had a written copy of my contract! Because they really just don't do that anymore!" My friends asked for a copy of their contract after the last 'go round' with AT&T, and were told they don't give them!! HELLO! There definitely needs

to be some regulation and NOT IN THEIR FAVOR like most things are going these days! They make us agree to these terrible contracts saying if we try to cancel for ANYTHING we are in breach of contract and we have to pay them hundreds of dollars to break the contract PER PHONE! Why should they get paid simply because you no longer choose to use their service?? Or when you terminate services if you don't do it with-in certain time perimeters decided of course by them ,well then they get to go ahead and charge you for another month fee's even though your no longer using the service. But THEY have no real boundaries as far as them breaking any or all of the rules if they choose! If they breach contract why can't we also charge or sue them for it?? This 'all' is also what many of the Internet Co's are doing to people, AOL Especially. NOW there's another area where some regulation would be a good thing! Now cingular is telling me that by the time 'their' take over of AT&T is complete, It will be necessary for AT&T customers to have gone to a local cingular store and pay a registration fee, and 18.00 per phone to keep from loosing your contract, AND not get charged the 200.00 breach of contract fees ! HOW CAN I BE in breach of contract w/ cingular when my contract was w/ AT&T, AND THE WHOLE REASON for trying to charge me is if I refuse to pay cingular to register to BECOME their customer?? I asked why I've received no notification in the mail, the rep. said she had no idea why "AT&T hadn't sent that out" but that they probably would soon because time was running out.I let her know I wanted an official complaint lodged about this and my serious dislike of this new way to rip me off. I was told it was best to write to them always. Basically NO one takes complaints over the phone anymore and if they do it goes no where! Of course what am I thinking were lucky they even bother speaking to us any more! Why should they they are corporate America and they can do what ever they want our government continues to empower them and were letting them! I can't say this little saying enough, If you don't pay attention to your rights they will go away! G.W.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill.

Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.